



 **Carers
Australia**

ANNUAL REPORT 2018–19

ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CARERS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM CHALLENGES INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE
VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CARERS ACCESS REFORM INDIVIDUALS CHANGE
VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION DISCUSSION ADVOCACY INCLUSION CHALLENGES

ABOUT CARERS AUSTRALIA

Carers Australia is the national peak body representing Australia’s carers, advocating on their behalf to influence policies and services at a national level. We work collaboratively with our partners and member organisations, the Network of state and territory Carers Associations, to deliver a range of essential national carer services.

Our Vision

An **Australia** that **values** and **supports** the contribution that **carers** make both to the **people** they care for and to the **community** as a **whole**.

Our Purpose

We work to improve the health, wellbeing, resilience and financial security of carers and to ensure that caring is a shared responsibility of family, community and government.

Our Patron

His Excellency General the Honourable David Hurley AC DSC (Retd), Governor-General of the Commonwealth of Australia.

ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM
INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS
ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION
CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY
INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT

CONTENTS

| | |
|--|----|
| ABOUT CARERS AUSTRALIA | 1 |
| Our Vision | 1 |
| Our Purpose | 1 |
| Our Patron | 1 |
| CONTENTS | 2 |
| ABOUT AUSTRALIA’S CARERS | 2 |
| Carers at a glance | 3 |
| FROM THE PRESIDENT AND CEO | 4 |
| INFLUENCING GOVERNMENT | 6 |
| NATIONAL CARERS WEEK 2019 | 9 |
| NATIONAL CARER SERVICES | 13 |
| Young carer bursaries | 14 |
| Education resources | 14 |
| Carers and the NDIS | 17 |
| Better Start and Early Days workshops | 17 |
| YOUNG CARERS NETWORK | 19 |
| SUBMISSIONS | 20 |
| Submissions | 20 |
| Position papers | 20 |
| Resources | 20 |
| Fact sheets | 20 |
| Membership of committees and advisory groups | 22 |
| Media releases | 23 |
| Carers National News | 24 |
| Social media | 24 |
| ABOUT US | 25 |
| Our Board | 25 |
| Our staff | 26 |
| FINANCIALS | 28 |

ABOUT AUSTRALIA’S CARERS

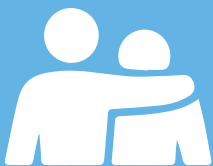
Carers provide unpaid care and support to family members and friends who have a disability, mental illness, chronic condition, terminal illness, an alcohol or other drug issue or who are frail aged.



Carers at a glance

- There are 2.65 million unpaid carers in Australia¹
- Around 861,000 carers (32.5%) are primary carers, those who provide the most informal assistance to another individual¹
- The replacement value of the unpaid care provided in 2015 was \$60.3 billion—over \$1 billion per week²
- The weekly median income of primary carers aged 15–64 was 42% lower in 2015 than that of non-carers¹
- Seven out of ten primary carers (71.8%) are female¹
- The average age of a primary carer is 54.3 years¹
- 235,300 carers are under the age of 25, or around 1 in 11 carers¹
- More than half (51%) of primary carers provide care for at least 20 hours per week¹
- One third of primary carers provide 40 hours or more of unpaid care per week¹
- It is estimated that carers provided 1.9 billion hours of unpaid care in 2015²
- 56% of primary carers aged 15–64 participate in the workforce, compared to 77% of non carers¹

¹ Australian Bureau of Statistics (2018) *Survey of Disability, Ageing and Carers*.
² Deloitte Access Economics (2015) *The Economic Value of Informal Care in Australia 2015*.



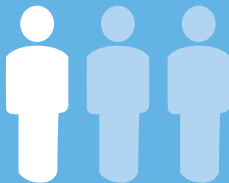
2.65 MILLION
unpaid carers in Australia



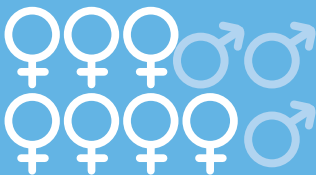
1.9 BILLION
hours of unpaid care
provided in 2015



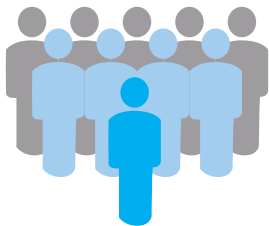
60.3 BILLION
replacement value of
unpaid care in 2015



40+ HOURS
1:3 primary carers
provide 40+ hours of
unpaid care per week



7:10
primary carers are
FEMALE



1:11 CARERS
are under
25 years of age

ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE
VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE
VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT

FROM THE PRESIDENT AND CEO

It has been a particularly challenging year for the organisation, with significant reform going on in almost every sector that affects us: in the national delivery of carer services, in the aged care sector and with the continuing roll out of the National Disability Insurance Scheme (NDIS). Carers Australia has been heavily involved in all of these reforms and through consistent advocacy, we have made some gains that recognise and respect carers' interests. The most significant of these has been in the development of the Government's Integrated Carer Support Service (ICSS) and the proposed Regional Delivery Partners (RDPs) that will deliver front line support and information services to carers from April 2020. Carers Australia's views on the design and distribution of RDPs across the country were listened to, and additional funding for the RDPs was announced in this year's Federal Budget, which reversed to some extent the reduction in carer service funding that had been occurring over the last three years. We were also pleased that there will be an independent review of the RDPs within two years of their commencement, which was another of our strong recommendations. We have continued to work with the National Disability Insurance Agency and some good progress is being made to make the inclusion of respite into participants' plans more transparent.

In the run up to the Federal Election held in May this year we put a number of 'asks' to each of the major parties which resulted in clear commitments to carers from all parties. Following the election, we have worked hard to alert the incoming Ministers and Shadow Ministers to carers' needs and advocated for increased supports. We have been heartened by their responses. We wish the outgoing Ministers Fletcher and Henderson and the outgoing Shadow Minister Senator Carol Brown well in their new portfolios.

Our central awareness-raising campaign, National Carers Week, again set new benchmarks for engagement and reach. With a continued focus



Ara Cresswell
CEO

Dr Peter Langkamp
President

on video resources and the use of high-profile Ambassadors, Olympic Champion swimmers, Cate and Bronte Campbell, we generated unprecedented levels of interest and awareness. We also hosted a very successful breakfast event at Parliament House, which was attended by over 100 guests, including Ministers, Shadow Ministers, a large number of politicians, other peak representatives and carers.

A significant development was the establishment of the Royal Commission into Aged Care Quality and Safety. Carers Australia's submission and evidence to the Commission focused on the impact on carers of the inadequacies of the existing system and the increasing difficulty in accessing out-of-home respite. We sincerely hope that the Commission's findings in 2020 will address the realities of the sector and that the central role of carers in aged care will be recognised and supported.

Carers Australia has continued to build its international profile. As Vice Chair of the International Alliance of Carer Organisations (IACO), Ara welcomed Carers Hong Kong as the latest member of IACO during a visit there. She has been a key contributor to a number of international conferences and forums including as keynote speaker to the Taiwan Dementia Conference in December and again in May. Ara was also among the small number of invitees to the patient advisory group meeting, Patient 360, hosted by leading science and technology company EMD Serono in Darmstadt, Germany.

We welcomed the Government's decision to significantly increase the scope and funding of the Young Carer Bursary for the next three years. This is a highly valuable and effective program to assist young carers to continue with their education. At the same time, we secured ongoing funding for our peak body work, for National Carers Week and the continuation of the Young Carers Network. We were also successful in securing a contract with the Department of Social Services to produce six e-learning modules for the Carer Gateway. Having access to a strong Reference Group of carers and academics, chaired by our Vice President, Gary Watson, ensured that the products were of high quality, timely and effective, and well received by the Department.

We have made significant progress this last year with our advocacy, engagement and representations to Government, but we know that the work is ongoing. While we prepare for another year, we thank the Board and staff for their continued dedication and hard work. We also thank our sponsors for their support, the state and territory Carers Associations for their collaboration, and funding bodies for their ongoing recognition of our work.

Dr Peter Langkamp
President

Ara Cresswell
CEO

Ara Cresswell with representatives from the Taiwan Association of Family Caregivers and Carers Hong Kong.



ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE
VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE
VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT

INFLUENCING GOVERNMENT



Dr Peter Langkamp speaking with Minister for Families and Social Services, the Hon Paul Fletcher MP, and the Hon Tony Abbott MP.

Two major events were a particular focus of our policy output this year:

- the establishment of the Royal Commission into Aged Care Quality and Safety, and
- the Federal Election in May 2019.

6

The Royal Commission was established in late 2018 and Carers Australia appeared before the Commission in early February. While we covered a range of issues, our major focus was on the impact on carers of inadequacies in the aged care system and increasing difficulties in getting access to out-of-home respite. We have been enormously impressed and moved by the evidence presented to the Commission by carers of the aged – as indeed has the Commission.

For our Federal Election campaign, we sought commitments from parties and candidates to six priority issues:

- reverse the decline in funding for direct support services to carers
- redress the decline in access to respite care within the aged care sector
- end lengthy waiting periods for access to aged care Home Care Packages and ensure that supply meets assessed need
- improve delivery of the NDIS
- improve opportunities for carers to take up employment, and
- support research to identify and address the problem of extensive and persistent sleep deprivation among carers.

Other important policy matters were reforms to mental health services, including the need to improve income support for mental health carers, and improved engagement with mental health carers in the NDIS.

In response to an inquiry into the next generation of Government-subsidised employment services we highlighted the disadvantages that current and former carers experience when seeking employment after many years out of the workforce, and the need for special recognition and assistance from service providers.

In the disability space our advocacy was particularly successful. We made a submission to the Productivity Commission Inquiry on the need for a new National Disability Agreement between the Australian and state and territory governments, as the existing Agreement is seven years old and does not reflect the changes which came about with the introduction of the NDIS. We stressed to the Commission that the Agreement should not only address the needs of people with a disability but also those of their carers, and our position has been reflected in the Commission's recommendations.

We also produced a position paper on the need to specifically include respite under the reasonable and necessary supports offered through the NDIS.

Our argument has been accepted both by the NDIA and by the current Minister for the National Disability Insurance Scheme, the Hon Stuart Robert MP.

For some years Carers Australia and the state and territory Carers Associations have been involved in the co-design of a new, integrated model of delivery for carer support services across the country. The Government approved the Integrated Carer Service Support (ICSS) model in March 2018, but the funding to support its implementation as identified in the 2018–19 Federal Budget was woefully inadequate. We invested considerable research, time and energy to identify the need for a top-up and were gratified that the Treasurer announced an additional \$84.3 million over the Forward Estimates for the delivery of face to face services in the 2019–20 Federal Budget. We also recommended that a review of the new system should take place post implementation to assess, among other things, whether the new Regional Delivery Partner (RDP) services are adequately funded. This has also been agreed to.



Senator Carol Brown, Ara Cresswell, Assistant Minister Sarah Henderson and Senator Catryna Bilyk.



Our Ambassadors for National Carers Week 2018, Cate and Bronte Campbell.

NATIONAL CARERS WEEK 2019



NATIONAL CARERS WEEK

Another successful National Carers Week campaign generated a nine per cent increase in overall awareness among unpaid carers in comparison to 2017.

Carers Australia hosted a breakfast event at Parliament House, Canberra, as a central element of National Carers Week. In place of the morning teas of previous years, this corporate breakfast hosted over 100 attendees, with addresses by the Minister for Families and Social Services, the Hon Paul Fletcher MP; Shadow Minister for Disability and Carers, Senator Carol Brown; and The Greens' spokesperson for Family, Ageing and Community Services, Senator Rachel Siewert. Close to 40 Members and Senators from all political parties attended the breakfast, as well as representatives of peak body organisations, Government agencies and carers.

Our campaign Ambassadors in 2018 were Olympic Champion swimmers, Cate and Bronte Campbell, who care for their brother, Hamish.

Cate and Bronte starred in a number of videos which we produced and which significantly boosted our levels of engagement compared to 2017, generating almost 70% additional YouTube views over last year, and over half a million views when other social media platforms were factored in. They also featured in an exclusive seven minute segment on Channel Ten's The Project drawing a free-to-air audience of 463,000 across Sydney, Melbourne, Brisbane, Adelaide and Perth. Both also undertook extensive national radio media work in support of the campaign, highlighting the importance of the caring role, recognition and support. We thank the Campbell sisters for generously giving their time and support to the Week.

”

We hosted the ‘Maven Dental Day’...
to offer free basic dentistry to carers
across the country.

”

‘Shout Out to Young Carers’,
a campaign element specifically targeted
at raising awareness of the contribution of
Australia’s young carers.

10

For the second year in succession, we hosted the ‘Maven Dental Day’ in collaboration with Maven Dental Group to offer free basic dentistry to carers across the country. Thanks to the volunteered efforts of Maven Dental staff in a number of dental practices across Australia, 230 carers were treated on the day to the value of over \$86,000.

Many wide-ranging events were staged across Australia by the state and territory Carers Associations, most of which were listed on the National Carers Week website. The official website also acted as a one-stop shop for information, engagement opportunities and methods, and promotional content.

One of those events was the new initiative, ‘Shout Out to Young Carers’, a campaign element specifically targeted at raising awareness

of the contribution of Australia’s young carers during National Carers Week. 24 education organisations across Australia agreed to host their own events, reaching approximately 5,500 students across the country with over 10,000 reached via social media.

National Carers Week 2018 maintained the consistently high level of general awareness of previous years, while also achieving significant increases in exposure across dedicated mediums, thanks to the focus on video resources.

Our thanks to the Department of Social Services who again provided funding for the campaign and Merck who sponsored the Parliament House breakfast.

ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM
INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS
ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION
CHALLENGES CARERS ACCESS INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY
INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS VALUES



ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM
INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS
ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION
CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY
INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE



ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS
REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES
CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION
CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUE
ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT

NATIONAL CARER SERVICES

Carers Australia continues to provide a range of supports and services for unpaid carers across the country. Funded by the Department of Social Services (DSS), through the state and territory Carers Associations, we deliver two major programs: the National Carer Counselling Program (NCCP) and the Carer Information and Support Service (CISS), which supports the Carer Advisory line in each state and territory.

In 2018–19 over 20,000 counselling sessions were provided to more than 5,650 carers across Australia. The national 1800 number received over 52,000 calls from people in need of advice—more than 1,000 calls per week across the country. And 1200 young carers were supported by the Young Carer Information and Referral Program during the year.

Funding to Carers Australia for these programs will be terminating next year as they are taken up by the Regional Delivery Partners (RDPs), due to commence operating in April 2020. Throughout the year Carers Australia has worked with DSS and the state and territory Carers Associations to prepare for the full transition of these services next year.

ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM
INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS
ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION
CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY
INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT

Young carer bursaries

Since 2014, Carers Australia has delivered the Young Carer Bursary program, assisting around 300 young carers each year to continue with their education.

In 2018, 313 young carers completed their studies with the assistance of the program, and a further 334 were approved to receive a bursary in the 2019 academic year.

We made a number of improvements to the web portal, making it easier for young carers to complete their applications, including producing a video to clearly explain how the program works.

The Assessment Panel was expanded to four members this year, each having a background in research and policy for both government and non-government organisations. Two of the members are academics, with another involved in the creation of resources for young people and those with disabilities, while the fourth has experience in Youth Advisory Services and is a young carer.

Education resources

In June 2018 Carers Australia was commissioned by DSS to develop carer education resources to be published on the Carer Gateway website. All six were successfully completed by end June 2019. The first two of the six courses have been published on the Gateway site with the rest expected to be released over the next 12 months. Carers will be able to access the course modules and a range of supporting factsheets to learn more about:

- Managing Stress
- Effective Communication Techniques
- Legal Issues
- Recharging and Reconnection
- Sleep
- Social Connections.



ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS
REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES
CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION
CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUE
SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS



”

“It was good just to talk to someone who could reassure me that it can work.”

”

“The Peer Partner was fantastic, she helped me understand the lingo that the NDIS uses.”

”

“Knowing that someone else has done it and made it work for their son has given me more confidence about getting a good result from the planning meeting for my child.”

”

“I’m just relieved that it won’t be the end of the world if I don’t get everything perfect in the first meeting.”

A number of our programs continue to support carers as they engage with the National Disability Insurance Scheme (NDIS), assisting them as they enter the disability sector for the first time, transition from other services, or engage with early intervention supports.

We developed an e-learning module to help Peer Partners understand how best to share their experiences with other carers. We have also collected a variety of written personal stories from carers that offer guidance and support to others. The Peer Support Network currently has over 50 volunteer Peer Partners from across Australia willing to share their NDIS experiences with others.

"

"Before I talked to my Peer Partner I didn't know where to start, it seemed like I had to do everything at once. She gave me tips about how she went about it and now I have a little bit more hope about getting it right, too."

We have continued to work with DSS and the National Disability Insurance Agency (NDIA) to identify ways that the Better Start program can support families through the final transition of the program to NDIS Early Childhood Early Intervention Partners in 2019–20.

Close to 100 Early Days workshops were held across Australia helping over 400 families to better understand the services available to them under Better Start and the NDIS. Workshops were held in metropolitan areas, many regional centres and a number of remote locations.



Find a support service



Young Carer Bursary



Learn some helpful tips



Read young carer stories



Learn about young carers



Find young carer events

ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE
VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM
INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES
CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY
INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS

YOUNG CARERS NETWORK

This year we launched the Young Carers Network website—a place for young carers to learn about support services, access resources and share their stories and opinions.

Designed to act as a referral tool for young carers, the website enables users to find a support service, read stories from other young carers, learn about and apply for a Young Carer Bursary, find young carer events across the country and access a range of resources and information.

From its launch in late 2018 to the end of the financial year, the website generated over 89,000 visits and attracted 1,200 registered young carer users from across the country.

Registered users are able to access all areas of the site, including the Learn Some Helpful Tips section where they will find a variety of articles and video resources on topics such as looking after yourself, interacting with the NDIS, learning about financial assistance, and how best to tackle school and study.

The Find a Support Service section is designed to feature all relevant service providers across the country, including all those that support

young people, and is set to incorporate all Regional Delivery Partners for the upcoming Integrated Carer Support Service.

By visiting the Story Wall, young carers have the opportunity to not only read about the caring experiences of other young carers, but also to submit their own story, and if necessary, use the Build Your Story tool via an online form and pre-defined template.

The Young Carers Network also acts as a means to promote other awareness-raising campaigns. Your Story Matters was a dedicated promotion inviting young carers to share their caring story, and the Shout Out to Young Carers campaign held during National Carers Week invited a range of educational organisations to host an event in celebration of young carers, with 24 participating. These events reached approximately 5,500 students across Australia, with over 10,000 reached through social media.

The Young Carers Network continues to expand and act as a useful source of information and resources for young carers.

ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE
VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM
INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES
CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY
INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS

SUBMISSIONS

Submissions

August 2018

Submission to the Productivity Commission Issues Papers on the National Disability Agreement (NDA) Review

Submission to the Department of Jobs and Small Business on the next generation of employment services.

October 2018

Submission to the House of Representatives Inquiry into Sleep Health Awareness in Australia

February 2019

Submission to the 2019-2020 Federal Budget

April 2019

Submission to the Productivity Commission Issues Paper on the Social and Economic Benefits of Improving Mental Health

May 2019

Federal Election: Commitments sought to improve the lives of carers

Position papers

October 2018

NDIS Reasonable and Necessary Supports – the Case for Respite

Resources

October 2018

Review of NDIS respite care decisions by the Administrative Appeals Tribunal – a resource for carers

April 2019

Federal Budget 2019 – What it means for Carers

Fact sheets

Available for download via carersaustralia.com.au

All about carers

Respite care refused by NDIS?

ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS
REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES
CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY
INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE



ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS
REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES
CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION
CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES

Carers Australia is a member of a number of committees and advisory groups, regularly participating in discussions with key leaders and decision makers.

We actively participated in the following:

- Aged Care Complaints Commissioner Consultative Committee
- Aged Care Sector Committee
- Aged Care Services Reference Committee
- Australian Bureau of Statistics, Survey of Disability, Ageing and Carers (SDAC) Reference Group, and the SDAC Users Group
- Australian Commission on Safety and Quality in Health Care, Patient Safety Reporting Steering Committee
- Caresearch Advisory Group
- Dementia Support Australia Expert Reference Group
- Department of Human Services (DHS) Welfare Payment Infrastructure Transformation Civil Service Advisory Group
- Merck Patient 360 Advisory Group
- National Aged Care Alliance Ageing and Disability Interface Group
- National Aged Care Alliance Consumers Group
- National Aged Care Alliance Sponsors Group
- National Disability and Carer Alliance and Every Australian Counts
- National Mental Health Consumer & Carer Forum
- NDIA National Disability Insurance Scheme Independent Advisory Committee
- Patient Safety Reporting Steering Committee

NEWS AND MEDIA

| | |
|------------------|---|
| 16 July 2018 | Carers Australia partners on My Health Record |
| 5 October 2018 | Many unpaid carers affected by sleep interruptions in Sleep Awareness Week, and every week |
| 12 October 2018 | Tell Us Why You Care this National Carers Week |
| 17 October 2018 | Support for carers to access respite through the NDIS needs to be transparent |
| 13 November 2018 | Call for superannuation guarantee for carers |
| 25 February 2019 | Carers Australia welcomes vote for Royal Commission into Disability Abuse |
| 3 April 2019 | Additional support for carers welcomed |
| 17 April 2019 | Inquiry into Sleep Health Awareness important for the ongoing wellbeing of unpaid carers |
| 4 May 2019 | Labor's support for family and friend carers welcome |
| 6 May 2019 | Labor's new job tax incentive good for family and friend carers |
| 9 May 2019 | Greens' policy on fair work amendments good for carers |
| 26 June 2019 | Shorter wait times for children waiting for early intervention services under the NDIS welcomed |

We maintained a strong public presence during the past financial year through media interviews, media releases, a regular online newsletter and social media postings.

24

- 24

Implementation of our new approach to social media in the last 12 months has seen our reach across all channels increase from 611,000 to 1.7 million.



248 new followers
323 tweets generating
352,406 impressions
7,895 views, 599 mentions
1,720 engagements



1,842 new 'likes'
391 posts, reached
1,718,130 people, generating
98,289 unique engagements

434 new 'likes'
147 posts reaching
81,123 people, generating
3,362 unique engagements



732 new followers
33 posts generating
2,743 unique engagements



316 new followers
20 posts generating
614 unique engagements

ABOUT US



ADVOCACY INCLUSION CHALLENGES CARERS
ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION
CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY
INCLUSION CHALLENGES CARERS ACCESS REFORM
INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES CARERS ACCESS

Our Board

as at 30 June 2019

| | |
|-------------------|----------------|
| Dr Peter Langkamp | President |
| Gary Watson | Vice President |
| Stephen Balch | Treasurer |
| Sue Peden | Secretary |
| Tony Caplice | Director |
| Mark Morrissey | Director |
| Felicity Purdy | Director |
| Robbie Sinclair | Director |
| Antony Stinziani | Director |
| Jan Wallent | Director |

During the year the Board adopted and published its Strategic Priorities for 2019–20 focused on the following:

- advocacy for all carers
- awareness raising of carers
- delivery of carer initiatives and projects
- collaboration with members, and
- high performing organisation.

Details of the Priorities can be found on our website via:

carersaustralia.com.au/about-us/governance

Our staff

Ara Cresswell CEO
Elizabeth Johnston Executive Assistant

National Policy

Sue Elderton National Policy Manager
Verity Jausnik Senior Policy Officer

National Programs

Luke Jones National Programs Manager
Sam Eaton Young Carers Network Coordinator
Beth Irvin Project Manager, Carer Online
Education Resources

Fiona Jarvis NDIS Program Manager

Manaia Peters Young Carer Bursary Program
Coordinator

Jessica Meyer Program Coordinator

National Communications and Engagement

Edward Allpress National Communication and
Engagement Manager

Samara McCann National Media and
Communications Coordinator

Corporate Services

Mary Reid Business Manager
Lorraine Calabria Corporate Services Manager
Paul Irvine Corporate Services Officer
Anne McGregor Administration Officer



ADVOCACY INCLUSION CHALLENGES CARERS ACCESS
ADVOCACY INCLUSION CHALLENGES CARERS ACCESS
DISCUSSION ADVOCACY INCLUSION CHALLENGES CARE
DISCUSSION ADVOCACY INCLUSION CHALLENGES CARE
VALUES DISCUSSION ADVOCACY CHALLENGES CARERS V
REFORM INDIVIDUALS CHANGE VALUES SUPPORT REFO



REFORM INDIVIDUALS CHANGE REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION
REFORM INDIVIDUALS CHANGE VALUES SUPPORT REFORM INDIVIDUALS CHANGE VALUES
ERS ACCESS REFORM INDIVIDUALS CHANGE REFORM INDIVIDUALS CHANGE VALUES SUPPORT
ERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT REFORM INDIVIDUALS CHANGE
VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES REFORM INDIVIDUALS CHANGE
REFORM INDIVIDUALS CHANGE VALUES DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS

FINANCIALS

For the year ending June 2019 Carers Australia's equity increased by \$320,331 from \$1,841,131 to \$2,161,462.

Total income for the year was \$15.1m. Included in this total are \$14.7m Grants & Subsidies (of which \$12.1m was paid to the States & Territories), leaving net government funding of \$2.6m, Sponsorships & Donations of \$222k and other income of \$161k.

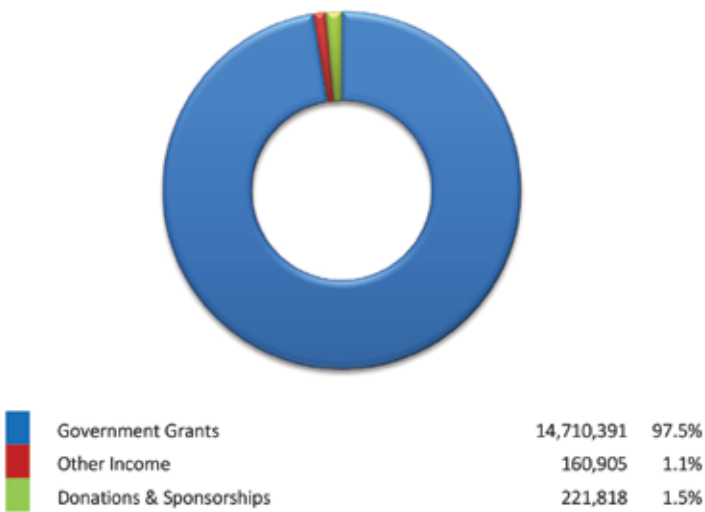
Other expenditures for the year were \$2.7m. Staff costs continue to make up the largest portion at \$1.6m followed by Communications/Marketing, Travel & Meetings, Rent and Office Expenses and Consultants and Board Expenses.

Carers Australia Limited is a not-for-profit unlisted public company limited by guarantee. The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board (AASB), and the Australian Charities and Not-for-profits Commission 2012.

Detailed financial reports are available on request to caa@carersaustralia.com.au.

ADVOCACY INCLUSION CHALLENGES
CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES
CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES
CARERS ACCESS REFORM INDIVIDUALS

Income: \$15,093,114



Expenditure: \$14,750,517



ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS
REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES
CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION
CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY
INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS
REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES
CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION
CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY
INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT ADVOCACY
INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS
REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES
CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION
CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY
INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION
ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES





www.carersaustralia.com.au

ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT
DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE VALUES
SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS CHANGE
VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM INDIVIDUALS
CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM
INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS ACCESS
REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS
ACCESS REFORM INDIVIDUALS CHANGE VALUES SUPPORT DISCUSSION ADVOCACY INCLUSION CHALLENGES CARERS
ACCESS REFORM INDIVIDUALS CHANGE VALUES ADVOCACY INCLUSION CHALLENGES CARERS ACCESS REFORM